



## ECOWORX® TILE BACKING SYSTEM - LIFETIME COMMERCIAL WARRANTY

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**Ecworx Tile (Modular)** is a backing system made with a proprietary high performance thermoplastic polyolefin compound with a fiberglass reinforcing layer.

The following is the Lifetime Commercial Limited Warranty issued by Shaw Industries, Inc. ("Shaw") for our **Ecworx Tile (Modular)** backing system, when used in Commercial applications.

This Lifetime Commercial Limited Warranty begins when the carpeting is purchased. The carpet must be installed in accordance with Shaw Industries installation guidelines and specifications. The carpet must be maintained in accordance with Shaw Industries maintenance (carpet care) recommendations and such maintenance (carpet care) continues throughout the duration of the original installation.

The Lifetime Commercial Limited Warranty is further limited to the useful life of the carpet and the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Shaw invoice or authorized Shaw dealer invoice.

Installation guidelines and specifications along with carpet care recommendations can be obtained from your dealer or from Patcraft Commercial at 1 (800).241.4014 or [www.patcraft.com](http://www.patcraft.com).

### What the Ecworx Tile lifetime commercial limited warranty covers:

**Fiber - Abrasive Wear** - Shaw warrants that, under normal use, carpet using our approved face fiber will lose no more than 10% of the pile face fiber, by weight, during the warranty period. This warranty does not cover appearance retention, matting and crushing and normal appearance changes in high traffic areas.

**Fiber - Static Protection** - Shaw warrants that, under normal use, carpet using our approved face fiber will not generate static build-up in excess of 3.5 kv, during the warranty period as tested by AATCC Test Method 134.

**Backing - Tuftbind/Zippering** - Shaw warrants that, under normal use, carpet coated with this high performance backing system will provide superior tuft bind properties in high traffic environments.

**Backing - Edge Ravel** - Shaw warrants that, under normal use, carpet coated with this high performance backing system will not edge ravel.

**Backing - Integrity/Delamination** - Shaw warrants that, under normal use, the secondary backing on carpet coated with this high performance backing system will not delaminate from the face carpet.

**Backing - Integrity/Dimensional Stability** - Shaw warrants that, under normal use, carpet coated with this high performance backing system will provide dimensional stability, per the AACHEN Test.

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because flooring matters.





## What you should do if any of the above problems occur and you need warranty service:

You (the original purchaser) should notify the authorized Shaw Dealer and/or your sales representative and submit in writing, the following:

- A valid proof of purchase in the form of a sales receipt or other documents, which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

To: [www.shawonline.com](http://www.shawonline.com) or Shaw Industries – Financial Services, P.O. Box 2128, Dalton, GA 30722.

Shaw will designate a representative to inspect the carpet in question and evaluate the warranty claim.

### What Shaw will do should you need warranty service:

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, Shaw may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area.

Shaw will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Shaw commercial product will be at the consumer's expense.

### What conditions apply to Shaw's Ecoworx Tile lifetime commercial limited warranty?

This warranty does not cover the following:

- carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e. golf spikes, other spiked footwear, ski boots, and the like).
- damage from flooding or excessive moisture from existing moisture issues or alkalinity related issues.
- burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation or due to improper cleaning agents or methods.

Any moisture related testing (i.e. calcium chloride, relative humidity and pH), is not the responsibility of Shaw Industries and all issues related to moisture, including any carpet related issues from this warranty.

NOTE: Relative Humidity results per ASTM F-2170 of 85 % or less and Calcium Chloride results per ASTM F-1869 of 5 lbs or less with a pH of 9 is acceptable.

Chair pads are recommended under roller caster chairs to inhibit premature wear of the surface of the carpet. Replacement carpet will come only from current running-line products comparable to the warranted product.

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